

mspnice award

January 24th, 2022

Greetings Managers,

One of your volunteers, Katie Yep, was recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Katie for her outstanding commitment to customer service at MSP.

Our thanks go out to her on behalf of the Metropolitan Airports Commission, CSAC and the entire MSP community for exhibiting to MSP customers the superior customer service MSP is known for.

Congrats Katie!



Katie Yep, with Jamie Patterson, Travelers Assistance

Customer compliment:

I just wanted to reach out about a couple outstanding volunteers you have. My husband that speaks Spanish came in on a delayed plane causing him to miss his next plane. He was completely lost and speaking Spanish, didn't know what to do. I called travelers assistance and got Katie. She stayed on the phone with me for a very long time and located my husband. She assisted him in trying to get another flight and to figure out where his luggage was. She also helped him find a place to rest, eat and charge his phone. She is an outstanding volunteer and I appreciate the time she took to help him. After being rerouted, she did her best to make him feel comfortable. I'm sure you hear a lot of complaints, so I thought she needed a compliment!